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GOVERNOR

STATE OF MICHIGAN  
DEPARTMENT OF CONSUMER & INDUSTRY SERVICES  
LANSING

DAVID C. HOLLISTER  
DIRECTOR

## MEMORANDUM

Date: April 1, 2003

To: All Adult Foster Care Home Licensees

From: Miriam Bullock, Director  
Division of Investigation & Disciplinary Action  
Bureau of Family Services

Subject: Incident Reports - Update on Procedural Changes of February 4, 2003 -  
Effective Immediately

The purpose of this memo is to provide all licensees with an update on the results of recent changes related to the submission of Incident Reports.

On February 4, 2003, all Adult Foster Care Home Licensees were sent a memorandum from the Bureau of Family Services regarding Incident Reports. The purpose of this memo was twofold. The first was content based - to only have incidents reported that are required by rule to be reported. The second purpose was process based - to have all Incident Reports submitted to only one location, the Bureau's Central Office in Lansing. The underlying goal behind both the content and process changes was to improve overall efficiency and ultimately save both the licensee and the Bureau time and money.

A review of the findings of the past two months shows mixed results:

Content based – Eliminating unnecessary reporting, by submitting only those Incident Reports, which are required by rule, as outlined in the February 4 memorandum, does indeed save the licensee and the Bureau both time and money.

Process based - After reviewing the results of the past two months, the Bureau has reached the conclusion that the previous method of submitting Incident Reports to local Area Offices was more efficient than processing them through Lansing. Effectively immediately therefore, please send all future Incident Reports to your local Area Office as before. For your convenience, a list of the Bureau Of Family Services Area Managers and addresses is attached to this memorandum.

As stated in the memorandum of February 4, 2003, the changes the Bureau initiated were part of a process of continuous improvement. Unfortunately, the continuous

improvement process is not always linear, and we may have unwittingly created some degree of confusion and uncertainty among our licensees. We apologize for any inconvenience or confusion that this may have caused you, and trust that you understand that this was undertaken to better serve those entrusted in our care.

Thank you.

### **Bureau of Family Services Area Managers and Addresses**

<b>LOCATION</b>	<b>AREA MANAGER/ SECRETARY</b>
<b>ANN ARBOR</b> 2121 W. Stadium Ann Arbor MI 48103  <b>General Number</b> (734) 665-4740 FAX: (734) 665-4630	<b>Linda Lee</b> (734) 665-6415  Lisa Temple, Secretary (734) 665-6416
<b>BLOOMFIELD HILLS</b> 41000 N. Woodward, Suite 358 Bloomfield Hills MI 48304-2210  <b>General Number</b> (248) 975-5051 FAX: (248) 975-5093	<b>Barbara Smalley</b> (248) 975-5080  Ruby Comis, Secretary (248) 975-5053 Annette Jones, Secretary (248) 975-5052
<b>CLINTON TOWNSHIP</b> 16000 Hall Road, Suite 301 Clinton Twp. MI 48038-1036  <b>General Number</b> (586) 412-6800 FAX: (586) 412-6853	<b>Candyce Crompton</b> (586) 412-6846  Sharon Kane, Secretary (586) 412-6802 Renda Brown, Secretary (586) 412-6803
<b>DETROIT</b> Cadillac Place 3026 W. Grand Blvd., Suite 11-350 Detroit MI 48202  <b>General Number</b> (313) 456-0380 FAX: (313) 456-0413	<b>Christopher Hibbler</b> (313) 456-0428  Patricia James, Sec. (313) 456-0380 Celeste Waseleski, Sec. (313) 456-0380

LOCATION	AREA MANAGER/ SECRETARY
<b>FLINT</b> G-1388 W. Bristol Rd, Suite 110-2 Flint, MI 48507  <b>General Number</b> (810) 760-2598 FAX: (810) 760-2201	<b>Andrew McKellar</b> (810) 760-2455  Lynda Charlebois, Sec. (810) 422-2101
<b>GRAND RAPIDS</b> 350 Ottawa NW/7 <sup>th</sup> Floor Grand Rapids MI 49503-2337  <b>General Number</b> (616) 356-0100 FAX: (616) 356-0101	<b>Yolanda Sims</b> (616) 356-0120  Lori Dickerson, Sec. (616) 356-0102
<b>JACKSON</b> 209 E. Washington, Suite 200 Jackson MI 49201 <b>General Number</b> (517) 780-7159 FAX: (517) 780-7573	<b>Betsy Montgomery</b> (517) 780-7656  Cindy Stosick, Sec. (517) 780-7163
<b>KALAMAZOO</b> 890 N. 10 <sup>th</sup> Street, 2 <sup>nd</sup> Floor Kalamazoo MI 49009-8023  <b>General Number</b> (269) 544-4445 FAX: (269) 544-1264	<b>Greg Corrigan</b> (269) 544-1270  Nell Fryer-Wilson, Sec. (269) 544-4447 Yvonne Reeves, Sec. (269) 544-4449
<b>LANSING</b> 7109 W. Saginaw 2 <sup>nd</sup> Floor Lansing MI 48909  <b>General Number</b> (517) 335-6124 FAX: (517) 335-6121	<b>Deborah Wood On Site</b> (517) 335-4533  <b>Janice Tribble Training</b> (517) 335-6068  <b>Kathleen Nixon Investigation</b> (517) 373-0697

LOCATION	AREA MANAGER/ SECRETARY
<b>MARQUETTE</b> 1504 W. Washington Suite B Marquette MI 49855 FAX: (906) 226-2206  State Office Building 305 Ludington St. Escanaba, MI 49829 FAX: (906) 786-3066	<b>Deborah Clark</b> (906) 228-2852  Debbie Brown, Sec. (906) 226-4171 Marquette (906) 789-4604 Escanaba
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<b>SAGINAW</b> 411 E. Genesee, P.O. Box 5070 Saginaw MI 48605  FAX: (989) 758-1753	<b>Jackie Horton</b> (989) 758-1755  Lorna Burke, Sec. (989) 758-1987
<b>TRAVERSE CITY</b> 701 S. Elmwood, Suite 11 Traverse City MI 49684  FAX: (231) 922-5388	<b>Christina Gut</b> (231) 922-5301  Barbara Payne, Sec. (231) 922-5309 Dawn Jagelewski, Sec. (231) 922-5391